



COMING SOON! —————

# **988 Suicide and Crisis Lifeline**

# Agenda

988 strategy to advance mental health

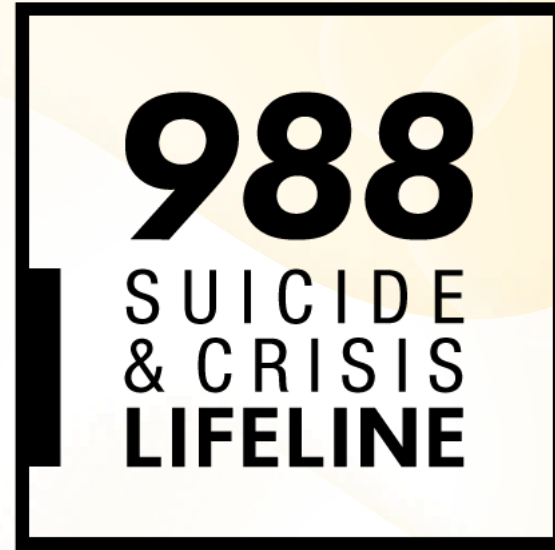
Supporting the 988 transition in Arizona

Transition readiness

Coordination efforts with system partners



## **988 STRATEGY**



# 988

- 988 is the new National Suicide Prevention Lifeline number.
- It officially launches this July.
- Already works through many providers.
- Three-digit dialing will make it easier for people to access life-saving crisis lines throughout the country.
- Advances parity for mental health.
  - 911 was launched in 1968 for physical health emergencies.

# Timeline

July 16, 2020

- FCC adopted rules to establish 988 as the national crisis number.

October 24, 2021

- People must dial 10-digits for all local calls.

July 16, 2022

- Dialing 988 will route calls to the National Suicide Prevention Lifeline.

October 1, 2022

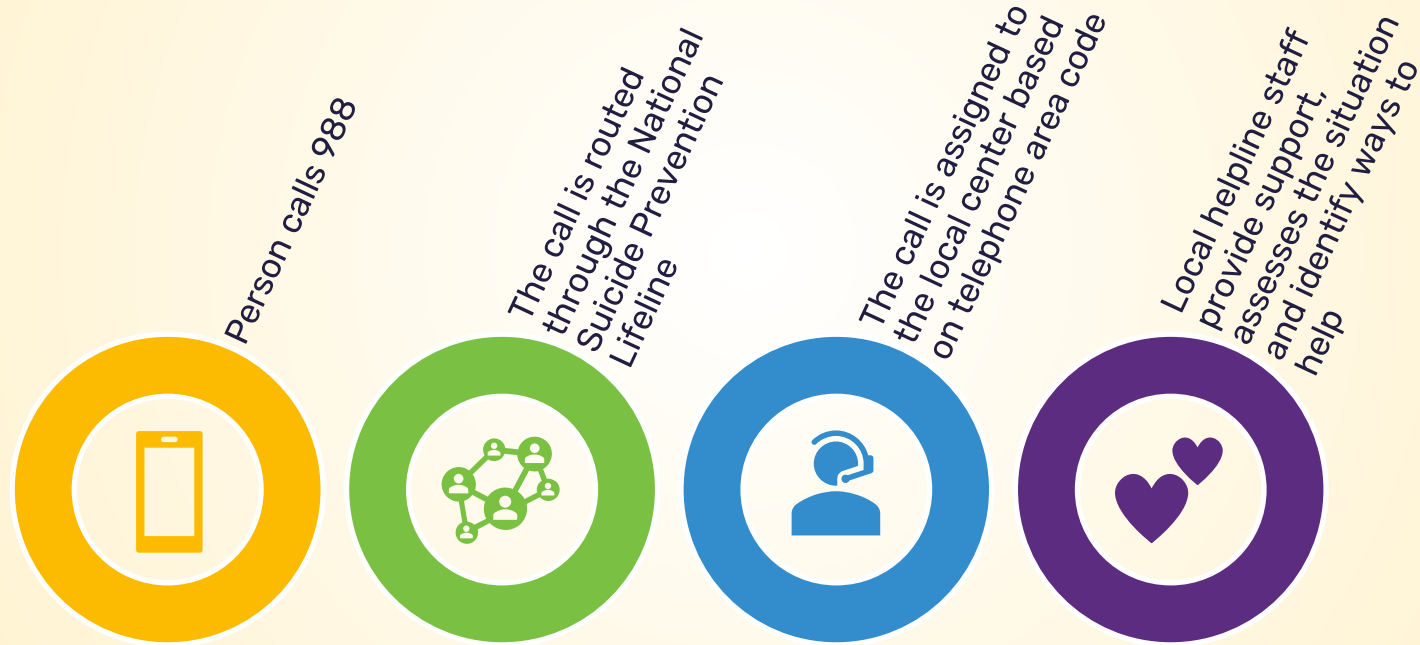
- Arizona transitions to a single, statewide crisis line

# Core Components of a Crisis System



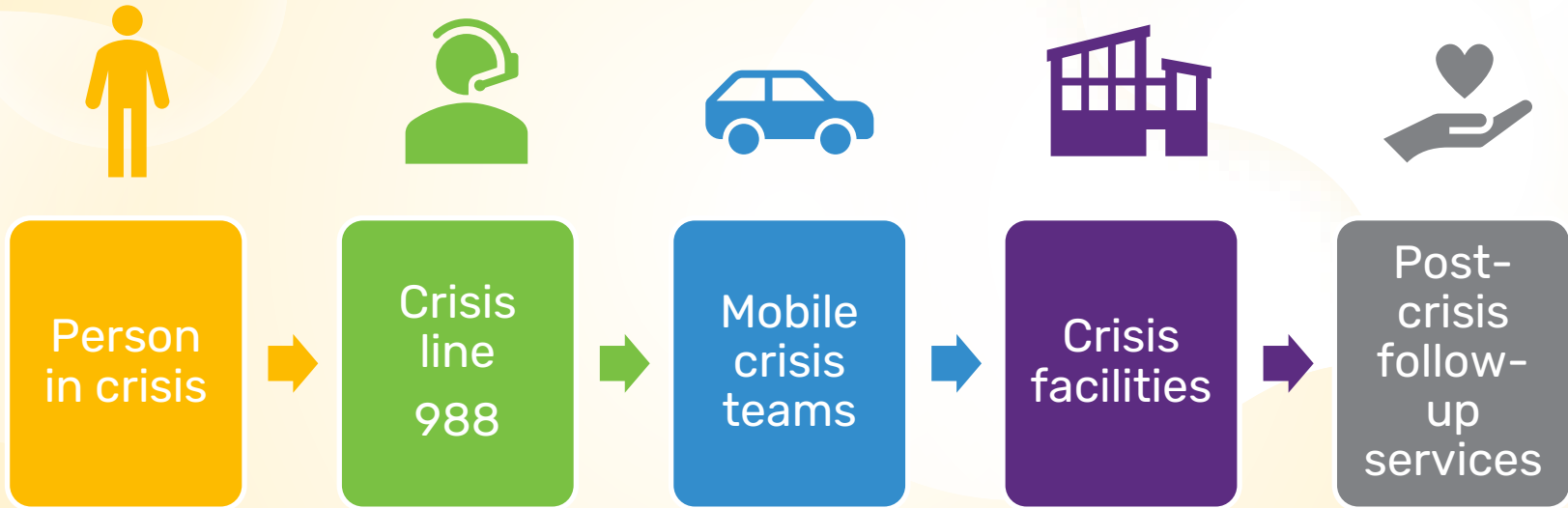


# National Reach with Local Response





# 988 Comprehensive Response



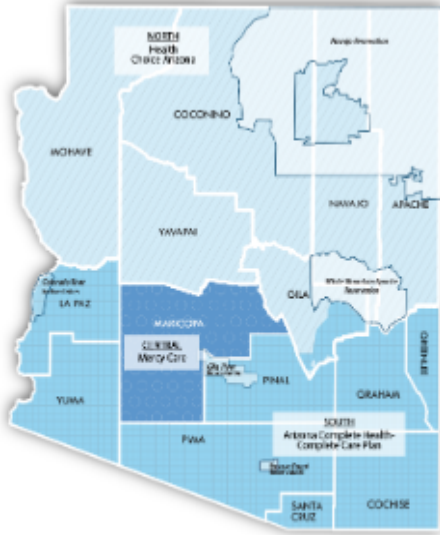


# **SUPPORTING THE TRANSITION**

# AHCCCS Funded Crisis Services in Arizona

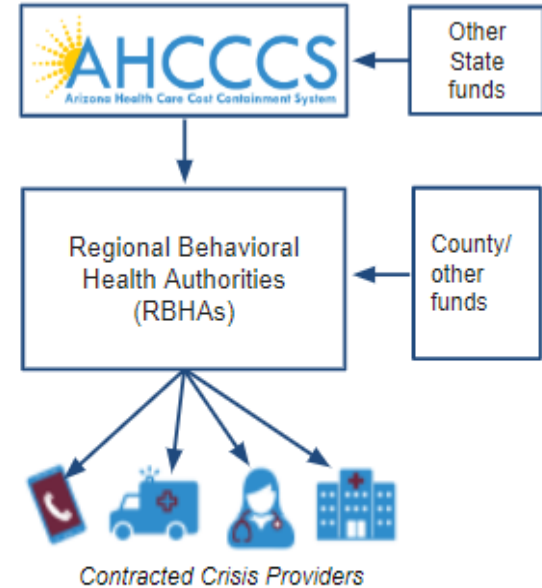
- Crisis Services: Intensive, time-limited services (24-72 hours) intended to stabilize or prevent a potentially dangerous condition.
- Services are **available to all individuals** (adults and children) in Arizona, irrespective of AHCCCS eligibility.
- Crisis Services are administered by the Regional Behavioral Health Authorities (RBHAs) in their Geographical Service Areas (GSAs).

# AHCCCS Crisis System Responsibility



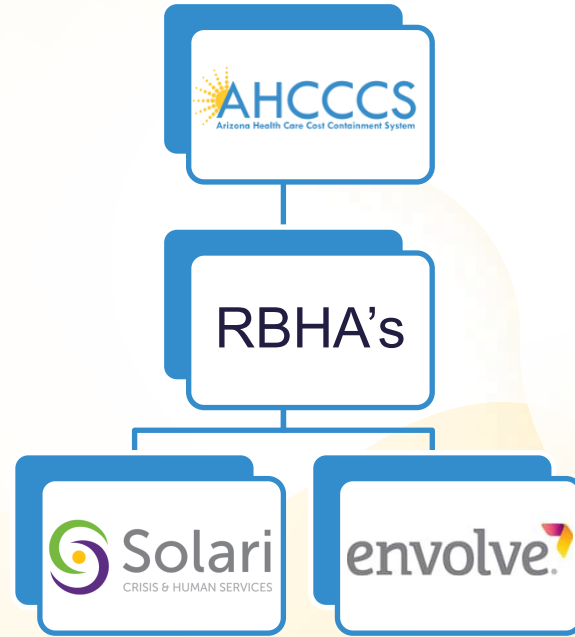
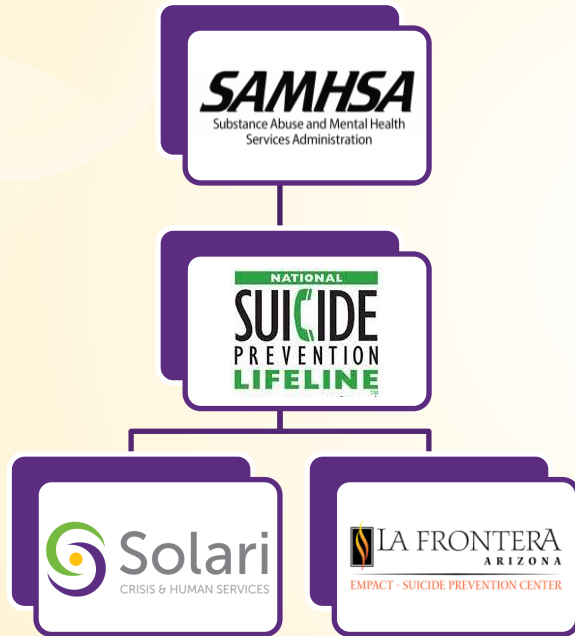
## Regional Behavioral Health Authorities (RBHAs):

- North (Health Choice)
- Central (Mercy Care)
- South (Arizona Complete Health)

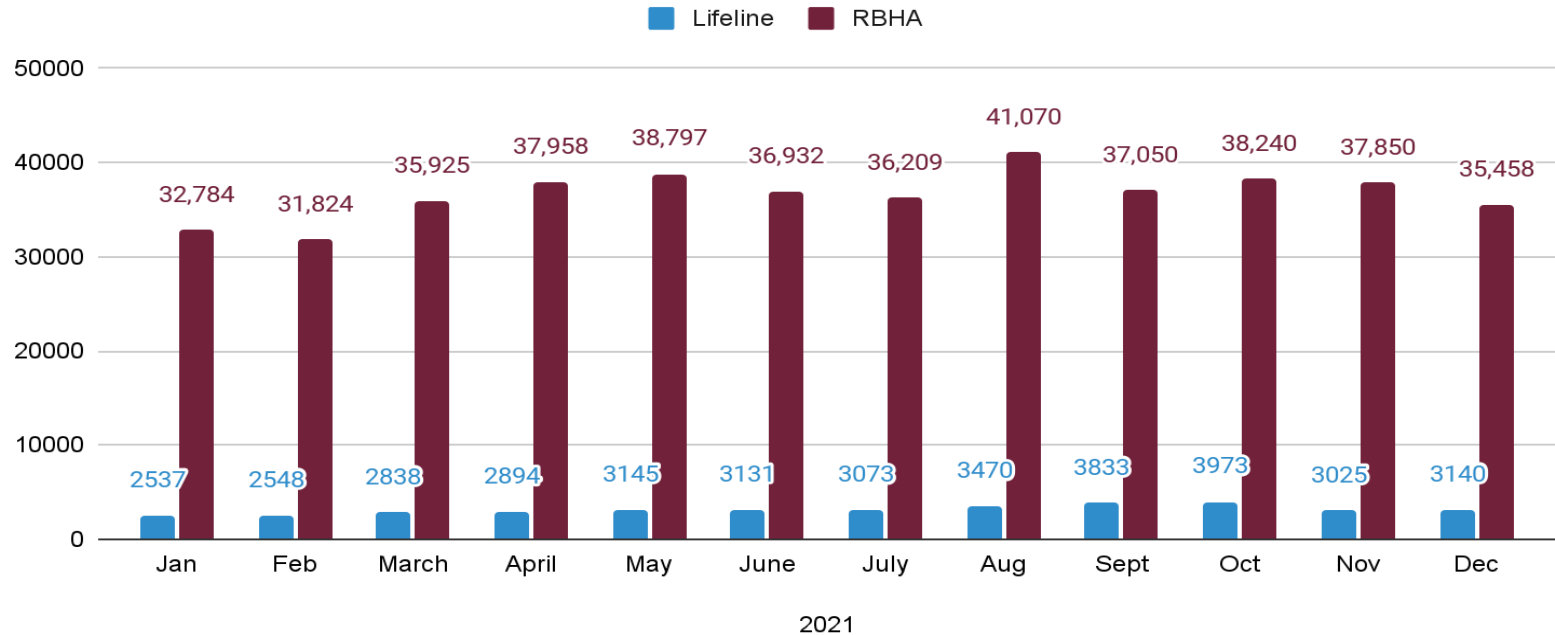


*\*Note: New ACC-RBHA contracts beginning 10/1/2022 will align GSA's with ACC map and introduce a new ACC-RBHA in the North.*

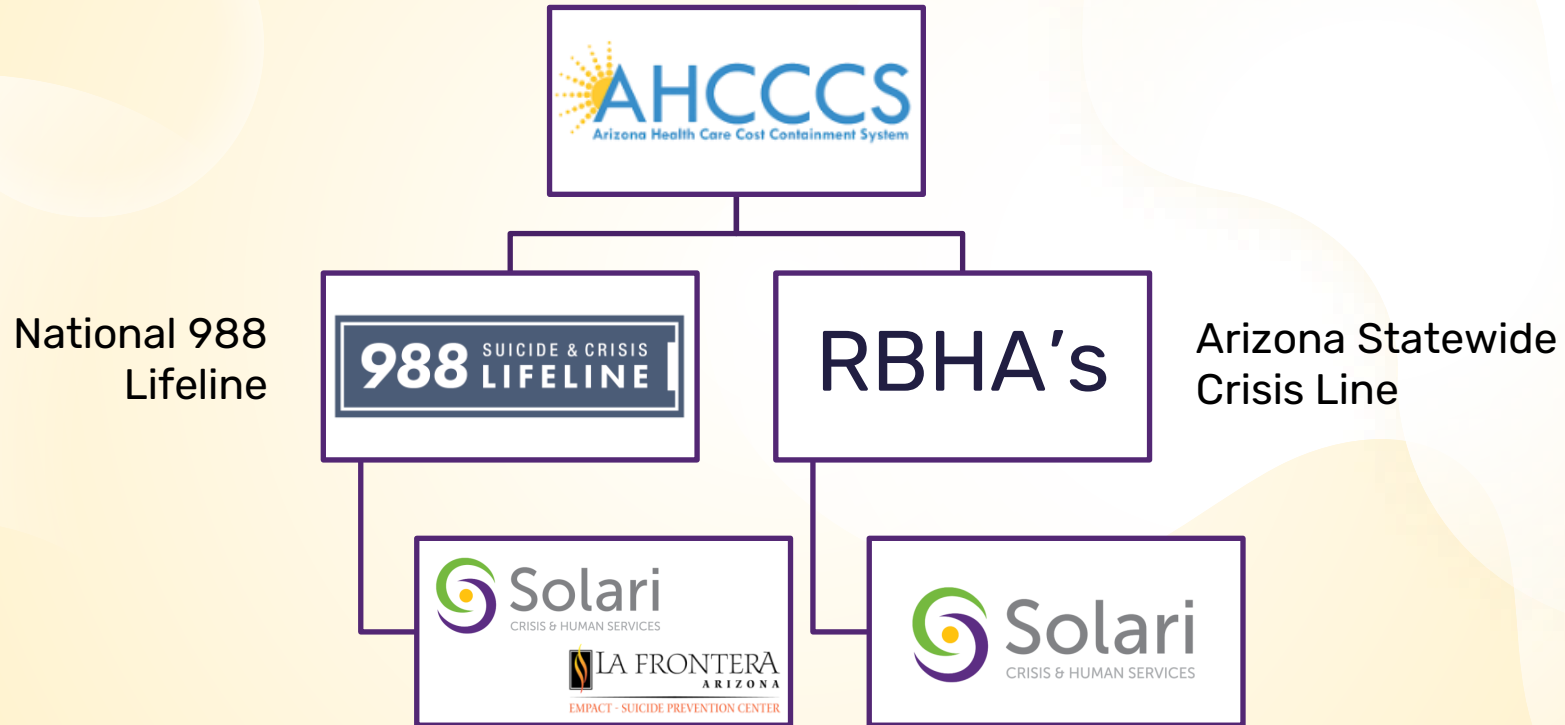
# Current NSPL (988) & RBHA System Structure



# 2021 Lifeline Center Calls vs. RBHA Call Center Calls



# Effective October 1, 2022





# AHCCCS 988 Advisory Committee

AHCCCS has established a 988 Advisory Committee to help monitor and guide 988 implementation and ensure Arizona's Crisis System is prepared to meet the needs of all Arizonans who contact the Lifeline.

The Advisory Committee is tasked with:



Monitoring the progress of 988 implementation goals and objectives.



Reviewing data on increased crisis service contacts and outcomes.



Developing recommendations for course correction and goal revision, as needed.



Providing ongoing updates on how 988 implementation is impacting our communities.

# Diverse Representation

AHCCCS is committed to ensuring that the Advisory Committee represents Arizona's communities.

Crisis service  
providers

Contracted  
health plans

911  
Administration

State and  
Tribal partners

Law  
Enforcement

Community  
advocates


Individuals  
with lived  
experience



## **TRANSITION READINESS**

# Transition Readiness

- Providing crisis line services in Arizona since 2007
  - Central AZ: 2007 – Present
  - Northern AZ: 2014 – Present
  - Tucson, AZ: Beginning October 2022
- Nationally accredited
- Solari's Arizona crisis call center is the largest by volume in the country – **taking 25,000 calls per month**
- Thrilled to be expanding services statewide and taking the lead on 988 response in Arizona.

A woman with dark, curly hair is shown in profile, looking out of a window. The background is slightly blurred, showing a wooden ledge and a blue structure, possibly a door or window frame. The lighting is soft and natural, coming from the window.

**Every day,  
Solari's crisis lines  
help over 800 people**

# Performance

## Benchmarks

Average Speed Of Answer

**8.13** seconds

Average Delay

**26** seconds

Call Abandonment Rate (<3%)

**0.3%**

## Volume & Dispatches

Crisis Call Volume

**23,798**

Mobile Team Dispatches

**2,945**

Crisis Transportation Dispatches

**989**

## First Responders



Fire Contacted CRN

**110**



CRN Contacted First Responders

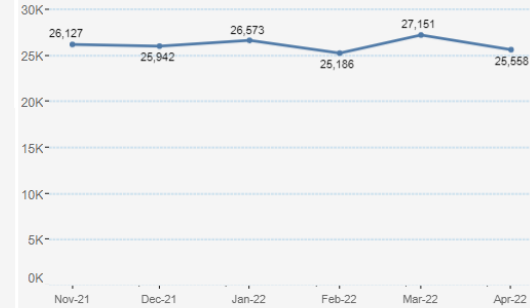
**65**



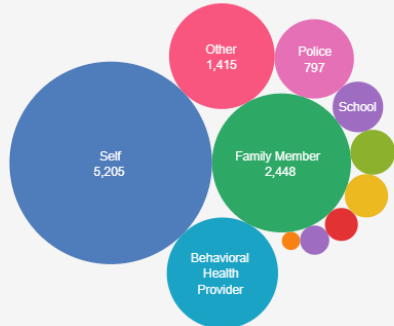
PD Contacted CRN

**797**

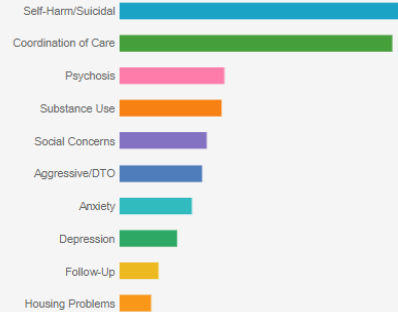
## Call Volume Trend



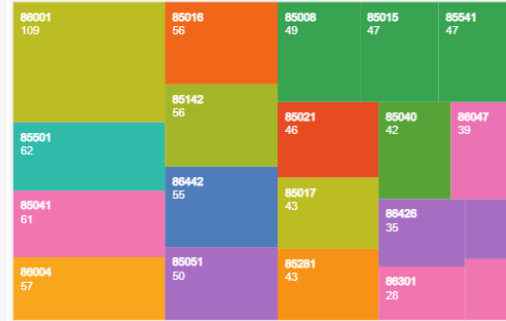
## Referral Sources



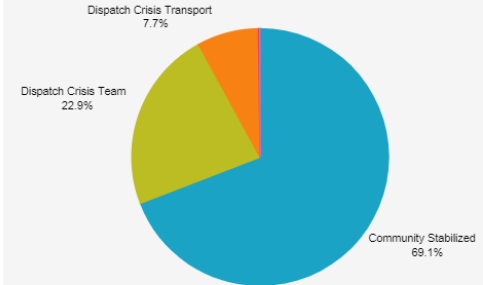
## Top 10 Reasons for Calling



## Top Areas Served



## What Happens After Calling CRN



# Investing in Technology

Telephony

Electronic  
Health  
Record

Data  
Sharing

Dispatch

Integration  
and  
Innovation



# Dispatch Management System (DMS)

DMS QA

Save ConfigurationVehicle HistoryDispatch AdminTeam HistoryZephyr Status HistoryAdminManage TeamsDms QaLogout

Providers  
▼ Team Status ▼ Dispatch Status ▼ Mobile Team - Central AZ ▼

Shift Start Date Begin 12/17/2021 Shift Start Date End 12/17/2021 Submit

Dispatch Type

Mobile Team - Central AZ ▼ Group By Line Of Business

Providers

Impact, Terros ▼ Groups ▼

Status

▼ Group By ▼

Dispatch Requests

Mobile Team - Central AZ

P	Status: Pending AD3
N	Status: Pending
M	Status: Pending
L	Status: Pending
M	Status: Pending

Active Dispatches

Mobile Team - Central AZ

W	Status: Dispatched CBN
A	Status: Dispatched
A	Status: OnScene
A	Status: Dispatched

MC4	DispatchHold : 11/16/21 08:16:00
E34	PriorityDispatch : 11/16/21 08:16:04
PV1	Available : 10/19/21 14:42:10
T32	Available : 11/23/21 07:30:08
T11	Available : 12/06/21 15:05:12
T42	Available : 12/06/21 15:18:05
FS2	Available : 12/06/21 15:42:14
E12	Available : 12/14/21 10:22:51
E15	Dispatched : 11/18/21 14:25:33
T14	Dispatched : 11/22/21 14:30:08
E21	Dispatched : 11/29/21 10:47:49
FS1	EnRoute : 12/09/21 11:49:40
PV3	OnScene : 11/29/21 11:48:22
T19	Unavailable : 11/22/21 13:39:42

Technology: Q 5

Technology: Q 5



## **COLLABORATION EFFORTS**



# Importance of Collaboration

Collaboration is necessary for calibration towards operational goals, expectations, clinical quality, and service education.

## Examples



# Diversion Components

## Collaboration

Building relationships and establishing trust

## Training

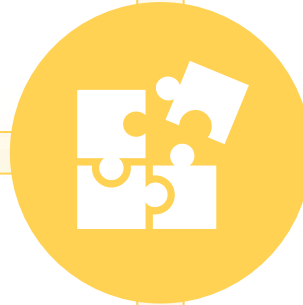
Provide information on the crisis system capabilities

## Policy Refinement

Align policies to establish clear guidelines between PD and crisis

## Co-Location

Integration of programs and real-time collaboration



# Diversion Workflow



# 988 and 911 – New Best Friends

With proper marketing and education, everyone in the country will now have a quick, immediate resource to get help for a mental health crisis.

Over time, people will stop calling 911 for mental health emergencies, because they won't have to search for a lengthy crisis number.

This evolution will allow first responders to focus on urgent safety and community needs and help bolster the important work of mental health and crisis professionals.



# THANK YOU!

**CJ Loiselle**

Crisis Administrator | AHCCCS

[CJ.Loiselle@AZAHCCCS.gov](mailto:CJ.Loiselle@AZAHCCCS.gov)

**Andrew Erwin, Esq.**

Chief Operating Officer | Solari

[Andrew.Erwin@solari-inc.org](mailto:Andrew.Erwin@solari-inc.org)